

PDF

PART #2

UNIT SIX:

HACCP-Food Safety in Your School

PURPOSE:

To educate participants on the basic food safety program as laid out in the HACCP philosophy

OBJECTIVES:

By the end of this training, the participant should be able to:

1. Understand why HACCP is necessary;
2. Learn the basic steps of HACCP; and
3. Apply HACCP principles to a recipe.

CONTENTS:

Attendance Sheet

Pre-Test and Answer Key

Presenter Outline

Handout

- Seven Steps of HACCP
- Food Flow Chart
- Sample HACCP Recipe

Post Test and Answer Key

Activity Ideas

- Identify the HACCP Step
- HACCP a Recipe

Certificate of Completion

## Attendance Sheet HACCP

Date: \_\_\_\_\_

Presenter: \_\_\_\_\_

Attendees:

[illegible]

## HACCP Pre-Test

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Score: \_\_\_\_\_

Please answer the questions below.

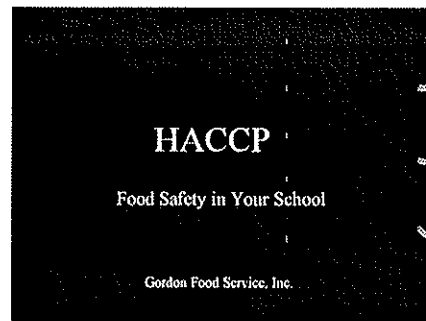
1. What does CCP stand for?
  - a. Cooking Control Point
  - b. Critical Care Point
  - c. Critical Control Point
  - d. Cook Chill Prepare
  
2. True or False. There are eight (8) steps to the HACCP system.
  
3. True or False. A cleaning and sanitation program is a pre-requisite to a HACCP program.
  
4. The purpose of HACCP is:
  - a. to predict risks to food safety.
  - b. to prevent foodborne illness out breaks.
  - c. to ensure the serving of safe food.
  - d. all of the above.
  
5. True or False. Cooking chicken to a minimum internal temperature of 165° F for 15 seconds would be an appropriate critical limit.

HACCP  
Pre-Test

## ANSWER KEY

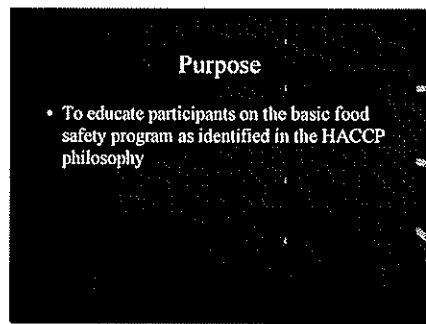
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**\*There are 7 steps to the HACCP system.**
  
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Slide 1

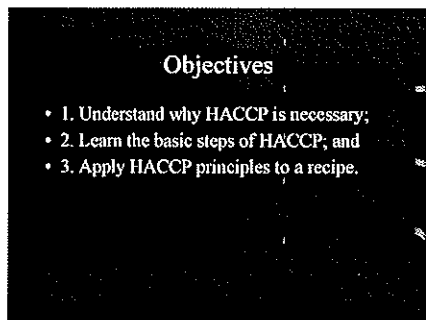


Pre-test  
HACCP--(pronounced "Has-sip")  
Stands for Hazard Analysis and  
Critical Control Points

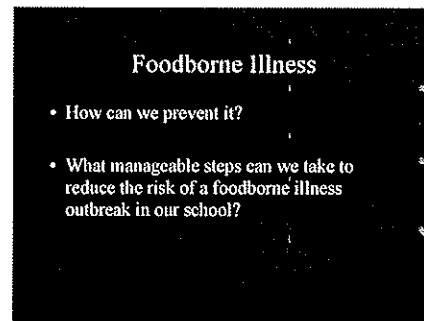
Slide 2



Slide 3

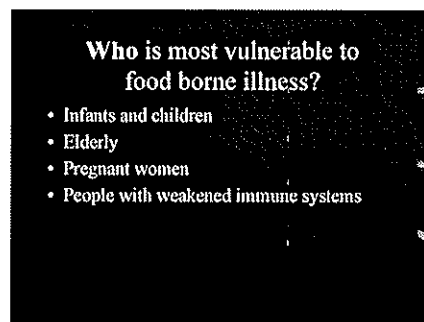


Slide 4



These are some of the big questions we want to keep in mind and that the HACCP program will help answer as we go through this presentation.

Slide 5

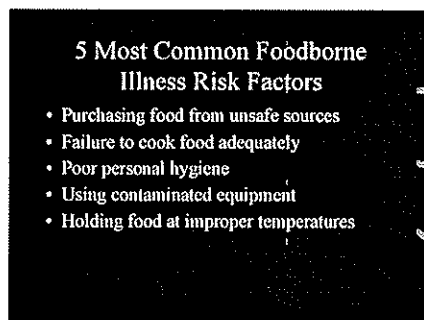


The school food service population is children and many come to school sick.

Infants and children are more susceptible because their immune systems are not fully developed.

We need to serve safe food to the kids and staff.

Slide 6



Risk factors as identified by the CDC (Center for Disease Control and Prevention)--in no specific order:

Unsafe sources means source that hasn't been inspected by local and state officials (mostly applies to seafood).

Personal hygiene--handwashing is the #1 way to prevent food borne illness.

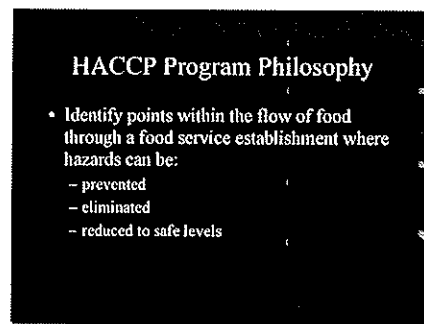
Contaminated equipment means improper cleaning and sanitizing between different kinds of foods (raw vs. cooked).

Slide 7



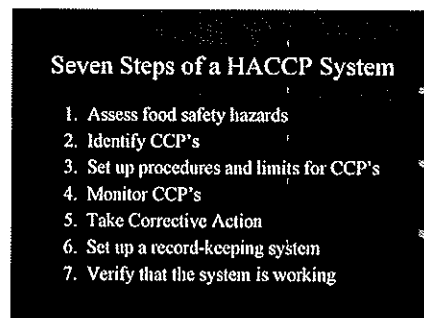
In order to serve safe food, all of the checks and balances need to be in place before developing your HACCP program.

Slide 8



HACCP helps you predict risks to food safety and prevent them before they happen--ensures serving of safe food.

Slide 9



1 & 2- help identify and evaluate hazards  
3, 4 & 5 help to establish how these hazards will be controlled  
6 & 7 help maintain the HACCP plan and verify their effectiveness



Slide 10

**HACCP Vocabulary**

- **Critical Control Point (CCP)**-Point or step where a hazard to food can be prevented, eliminated or significantly reduced to safe levels by following a specific set of procedures.
- **Critical Limit**- A minimum and maximum limit that must be met to prevent or eliminate the hazard or reduce it to a safe level.

Cooking is usually the critical control point in the flow of food through the operation.  
The critical limit usually involves a time/temperature measure.

Slide 11

**Potentially Hazardous Foods**

- Milk or Milk Products
- Shell Eggs
- Poultry
- Fish
- Edible Crustacea
- Meats
- Baked or Boiled Potatoes
- Shellfish
- Garlic & Oil Mixtures
- Soy-Protein Foods
- Heat treated Plant foods
- Sliced melons
- Raw seed and sprouts

HACCP procedures focus on these foods because they are the most likely to cause illness. These foods possess characteristics which allow bacteria to grow well.

Refer to the Food Safety for Concession Stands In-service for more specific information on characteristics of Potentially Hazardous Foods (PHF).

Slide 12

**1. Assess Food Safety Hazards**

- Identify Potentially Hazardous Foods
- Follow PHF through the flow of food in your operation
- Identify where hazards can occur

Where are hazards likely to occur?

Carefully look at PHF from receiving through service. Where can hazards be prevented, eliminated or reduced?

Example: Turkey Sub Sandwich (made to order)  
Receiving to Storage to Preparation to Service  
Identified hazard: turkey- at risk for Listeria, Hepatitis A, Staph, Norovirus

Slide 13

### 2. Identifying Critical Control Points

- Where could a hazard be prevented, eliminated or reduced to safe levels?
- Consider type of food
  - raw, fresh or frozen?
- Consider method of preparation
  - Cook it? Chill it? Wash it?
- Add CCP's to recipes/flowcharts

Receiving, Storage, Preparation, Hold for later service, Service, Cooling, Re-heating.

In our turkey sub sandwich example: the last point where a hazard can be eliminated is preparation and service.

Slide 14

### 3. Setting up Critical Limits for CCP's

- Must be measurable
- Usually a time/temperature measurement

Define minimum and maximum limits that must be met for each CCP.

For the turkey sub sandwich: Employees must wash hands thoroughly with warm water and soap for 20 seconds and put on disposable gloves before preparing sandwiches. Turkey and any potentially hazardous sub ingredients must maintain a maximum internal temperature of 41°F.

Slide 15

### Examples of Critical Limits

- CCP: Cold food held for later service must not exceed a maximum internal temperature of 41°F.
- Wash all fresh produce under cool running water. Drain well.

Slide 16

#### 4. Monitoring CCP's

- Decide if critical limits are being met
- Clearly specify:
  - What critical limits will be monitored
  - Who will be responsible for monitoring
  - How the critical limits will be monitored
  - How often the critical limits will be monitored

Have forms/log available and accessible for monitoring. Food Safety Forms are available from GFS.

In example: insert thermometer into turkey and other potentially hazardous ingredients to monitor temperature. Monitoring handwashing procedures prior to preparation.

Slide 17

#### Examples of Monitoring

- Inserting a thermometer probe into the thickest part of the chicken breast
- Taking sample temperatures of the beef
- Take temperature of product on serving line

Slide 18

#### 5. Taking Corrective Actions

- When it is determined that a critical limit for a CCP is not met, corrective action must be taken!
- Document when a critical limit for a CCP is not met and the corrective action taken.

Determine what the steps for corrective action are, before it happens.

In example: If handwashing procedures are not followed correctly, employees will have to wash their hands again. If turkey is not at proper temperature, then check refrigeration unit or cold holding unit and take steps to lower the temperature.

Slide 19

**Example of Corrective Actions**

- Continue to cook until it is done
- Record in the temperature log
- Continue stirring until product has reached cooling temperature

Slide 20

**6. Set up a Record-Keeping System**

- Valuable defense to prove that everything that is reasonable was done to prevent foodborne illness.
- If your record-keeping system is easy to use, employees are more likely to comply.
- Notebooks near equipment
- Blank forms on a clipboard near work areas
- Blank time/temp logs hung on equipment

Discuss the procedures for record keeping at your school.

Involve employees in brainstorming ideas for implementing record keeping at your facility.

Slide 21

**Monitoring forms/records should include the following:**

- Time and Temp sheets
- Flow charts
- Employee training information
- Product specs for purchasing/receiving
- Corrective action reporting
- HACCP recipes
- Place to store documentation

Food Safety forms are available from GFS

Slide 22

**7. Verify that the System is Working**

- Revision may be necessary when:
  - Changes in suppliers, equipment, facility, etc.
  - Menus, recipes, storage, preparation procedures change
  - Product changes
  - New Food Safety information available
  - New items added to menu
  - Food linked to foodborne illness or complaint

For example, if employees were observed not washing hands properly, a Glo-Germ kit was used to re-train employees. (Glo-Germ is a powder that glows under UV light to simulate germs missed by handwashing.)

Slide 23

**Writing A Flow Chart**

- Writing a flow chart will help you identify the hazards in your school.

Handout of Food Flow Chart.  
For review: use Identify the HACCP Step activity

Slide 24

**HACCP-izing your recipes**

Slide 25

**Statements to include in a Recipe**

- Wash hands with warm water and soap for a minimum of 20 seconds.
- Wash all fresh produce under cool running water. Drain well.
- CCP: Final internal cooking temp. must reach a minimum of 165 °F for a min. of 15 seconds.

Suggested statements to include in a recipe

ASK-What common foodborne illness risk factors do these address? (from slide 6)

Answers: personal hygiene, food from unsafe sources, cooking food adequately.

Slide 26

**Statements to include in a Recipe**

- CCP: Hot food held for later service must maintain a min. internal temp. of 140 °F. Do not mix old product with new.
- CCP: Cold food held for later service must not exceed a maximum internal temperature of 41°F.

ASK-What common foodborne illness risk factors do these address? (from slide 6)

Answer: Holding food at improper temperatures

Note: According to the Supplement to the 2001 Food Code (August, 2003), the temperature danger zone is 41-135°F, but most states still follow 140°F. Be sure to check your local regulations.

Slide 27

**Statements to include in a Recipe**

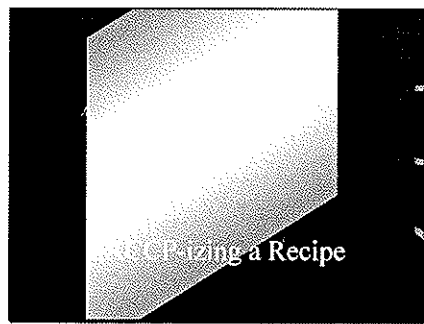
- **Cooling:** Cool in shallow pans with a product depth not to exceed 2 inches. Stir frequently.  
CCP: Product must reach 70°F or below within 2 hours, and 41°F within the next 4 hours. If it does not, reheat product to 165°F for at least 15 seconds, **ONE TIME ONLY**. During second cooling, if product does not reach the proper temperatures within the time limits, **DISCARD**. Store product at a temp. of 41°F or lower in a refrigerated unit. Cover.

Slide 28

### Statements to include in a Recipe

- Reheating: CCP: Reheat product to a temperature of 165 °F or higher for at least 15 seconds within 2 hours -- ONE TIME ONLY.
- Sanitation instructions: Info. about thermometers, washing hands, utensils, etc.

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HACCP-izing a Recipe

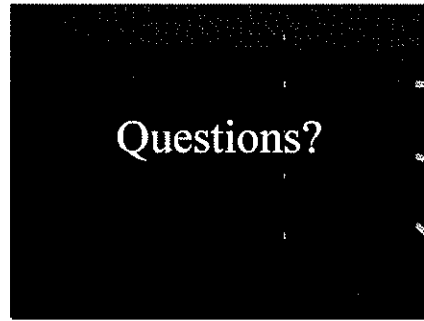
Use a copy of a recipe from your kitchen.

Slide 30

### HACCP in Your School

- Appoint a HACCP team (3-5 people with different perspectives)
- Start slowly--it takes time!
- Teach employees what is expected of them
- Make documentation (logs for CCP's) as easy to understand and convenient as possible

Slide 31



Pass out Post tests and review answers.  
Hand out Certificates of Completion.



## THE 7 STEPS OF THE HACCP SYSTEM ARE:

1. First, **identify** potentially hazardous food.
2. Then, **observe** those foods throughout your preparation, holding, and serving process, to **identify critical control points**.
3. **Establish control procedures** and monitor those critical control points to guarantee safe handling of the food.
4. **Establish monitoring procedures** to adjust the process and maintain control.
5. **Establish corrective actions** to be taken when monitoring indicates that there is a deviation from an established critical limit.
6. **Establish effective record-keeping procedures** that document the HACCP system.
7. **Establish procedures to verify** that the HACCP system is working.

## HACCP Food Flow Chart

### HAMBURGER ON BUN

#### Receiving and Storage

CP: Ground Beef patties received at 0°F or lower.

(Control point [CP] is not a CCP, as cooking to proper temperature in the next step will prevent a hazard).



#### Cooking

CCP: Cook to 155°F or above until meat is no longer pink and juices run clear (kills E. coli).

Check batches with clean, sanitized thermocouple.

(CCP—Proper cooking temperature is required to prevent a hazard).



#### Holding

CCP: Hold at 140°F or above.

(CCP—Proper holding temperature prevents the growth of organisms.)

## RECIPE ANALYSIS

Recipe Name : C309  
Serving Size : 1 sandwich

Recipe Desc : Sloppy Joe  
Prep Time :

Author :  
Cook Time :

Yield : 100

Vendor Code	Item Code	Analysis Code	Prep	Description	Amount	Pkg Fin	Notes
GFS	112760	WHF86	AP	30# Ground Beef lqf 80/20 GFS	16 lb	Fin	
GFS	198307	11282	AP	2-5# Diced Onions 1/4" Cut	2 lb	Pkg	finely chopped
GFS	113271	HLS58	AP	30-1# GFS Margarine Solids	8 oz	Pkg	
GFS	306347	RDG07	AP	Tomato Sauce Mw 6-10 GFS	2.50 gal	Pkg	
GFS	225037	TS053	AP	1-16z Black Pepper Reg Grind Trade Ea	2 tbsp	Pkg	
GFS	152056	HR000	AP	6-10 GFS Ketchup X-thick 29% (can)	1 qt	Pkg	
GFS	513822	TS102	AP	1-12z Thyme Ground Trade East 51382	2 tbsp	Pkg	
GFS	513636	TS114	AP	1-12z Basil Ground Trade East 51363	2 tbsp	Pkg	
GFS	763233	OF002	AP	Bun Hamb Slcd 3.75" 10-12 Ke	100 each	Pkg	

### Preparation Instructions

WASH HANDS.

WASH ALL FRESH PRODUCE UNDER COOL, RUNNING WATER. DRAIN WELL.

1. Saute ground beef and onions in melted margarine over moderate heat. Stir occasionally to break up beef. Drain excess fat.
2. Add tomato sauce, catsup, and seasonings to ground beef. Blend. Simmer, uncovered, 20 to 25 minutes, stirring frequently.

CCP: FINAL INTERNAL COOKING TEMPERATURE MUST REACH A MINIMUM OF 155°F, HELD FOR A MINIMUM OF 15 SECONDS.

3. Serve 4 oz of meat mixture on bottom half of bun, cover with top half of bun. Serve hot.

CCP: HOT FOOD HELD FOR LATER SERVICE MUST MAINTAIN A MINIMUM INTERNAL TEMPERATURE OF 140°F.



## HACCP Activity

### **Activity Idea: Identify the HACCP Step**

#### Items Needed:

1. Copies of “Identify the HACCP Step” for each participant
2. Pencil for each person.

#### Activity:

Follow the directions

## HACCP Activity

### IDENTIFY THE HACCP STEP

Directions: For each statement below, identify the HACCP principle that it refers to and write the name of that principle in the space provided.

1. \_\_\_\_\_ Foodhandlers record the temperature of the hamburger patty on the thirty-day cooking log.
2. \_\_\_\_\_ The manager discards the hamburger patties in the steamer, and slows the speed of the broiler conveyor.
3. \_\_\_\_\_ The manager checks temperature logs to make sure that critical limits are consistently being met.
4. \_\_\_\_\_ The general manager determines that hamburgers are a potentially hazardous food item on the menu.
5. \_\_\_\_\_ Foodhandlers cook hamburger patties to a minimum internal cooking temperature of 155° F (60° C) for fifteen seconds.
6. \_\_\_\_\_ Foodhandlers check the internal temperature of hamburger patties using a bi-metallic stemmed thermometer.
7. \_\_\_\_\_ The general manager has determined that cooking the hamburger patty is the last step where the establishment can intervene to prevent the growth of the microorganisms.

## HACCP Activity ANSWERS

### IDENTIFY THE HACCP STEP

Directions: For each statement below, identify the HACCP principle that it refers to and write the name of that principle in the space provided.

1. #6 Record keeping & documentation Foodhandlers record the temperature of the hamburger patty on the thirty-day cooking log.
2. #5 Corrective Action The manager discards the hamburger patties in the steamer, and slows the speed of the broiler conveyor.
3. #7 Verification The manager checks temperature logs to make sure that critical limits are consistently being met.
4. #1 Hazard Analysis The general manager determines that hamburgers are a potentially hazardous food item on the menu.
5. #3 Critical Limits Foodhandlers cook hamburger patties to a minimum internal cooking temperature of 155° F (60° C) for fifteen seconds.
6. #4 Monitoring Foodhandlers check the internal temperature of hamburger patties using a bi-metallic stemmed thermometer.
7. #2 Critical Control Point The general manager has determined that cooking the hamburger patty is the last step where the establishment can intervene to prevent the growth of the microorganisms.

## HACCP

### **Activity Idea: Applying HACCP Steps to a Recipe**

#### Items Needed:

1. Copies of a recipe used in your kitchen that contains a potentially hazardous food (the same one or different recipes)
2. Paper and pencils

#### Activity:

1. Break into small groups of 4-5 people and distribute a recipe to each group.
2. Have participants add HACCP steps to the recipe.
3. Review as a group to see if all points were identified.

## HACCP Post-Test

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Score: \_\_\_\_\_

Please answer the questions below.

1. Name two steps in the HACCP process.
  
  
  
  
  
  
  
  
  
  
2. Which of the following is NOT a corrective action?
  - a. Continuing to cook a hamburger until it reaches a minimum internal temperature of 155°F for fifteen seconds.
  - b. Discard cooked chicken that has been held at 120°F for five hours.
  - c. Sanitizing a prep counter before starting a new task.
  - d. Changing gloves after handling raw foods before handling ready to eat foods.
  
  
  
  
  
  
  
  
  
  
3. What are some features of a record keeping system?
  
  
  
  
  
  
  
  
  
  
4. The temperature of a roast is checked to see if it has met its critical limit of 145°F. This is an example of which HACCP principle?
  - a. Verification
  - b. Monitoring
  - c. Record keeping
  - d. Hazard analysis
  
  
  
  
  
  
  
  
  
  
5. A HACCP system helps to \_\_\_\_\_ risks to food safety and \_\_\_\_\_ them before they happen.



HACCP  
Post-Test

## ANSWER KEY

1. Name two steps in the HACCP process.
  - Assess food safety hazards
  - Identify CCP's
  - Set up procedures and limits for CCP's
  - Monitor CCP's
  - Take corrective action
  - Set up a record-keeping system
  - Verify that the system is working
2. Which of the following is NOT a corrective action?
  - a. Continuing to cook a hamburger until it reaches a minimum internal temperature of 155°F for fifteen seconds.
  - b. Discard cooked chicken that has been held at 120°F for five hours.
  - c. Sanitizing a prep counter before starting a new task.**
  - d. Changing gloves after handling raw foods before handling ready to eat foods.
3. What are some features of a record keeping system?
  - easy to use
  - blank forms near equipment
  - forms on clipboard near work area
  - employee input
  - Time/temp sheets, flow charts, corrective action reporting
  - storage of documentation
4. The temperature of a roast is checked to see if it has met its critical limit of 145°F. This is an example of which HACCP principle?
  - a. Verification
  - \*b. Monitoring**
  - c. Record keeping
  - d. Hazard analysis
5. A HACCP system helps to predict risks to food safety and prevent them before they happen.

# Certificate of Completion

This certifies that

\_\_\_\_\_

Has successfully completed the  
HACCP Food Safety in Schools Training

Presented By \_\_\_\_\_

On \_\_\_\_\_



## REDUCED OXYGEN PACKAGING AND RETHERMALIZER PROCEDURES

After cooking large batches of taco meat, shredded chicken, refried beans, shredded beef, black beans, white chili and chili con carne we store it in plastic bags for cooling and reheating. We reheat the food for shift service in a piece of equipment called a rethermalizer (boil-in-a-bag), so we refer to the bags as rethermalizer bags. Following are standard operating procedures for this process.

- Bare hand contact with food is prohibited.
- There must be a designated area for the filling and sealing of the bags.
- The bag sealer must be covered and secured between uses.
- Only trained personnel will have access to the processing equipment.
- Wash, rinse and sanitize all food contact surfaces after they are used, before working with a different type of food, anytime food handlers are interrupted during a task or after four hours if items are in constant use.
- This food is to be cooled properly as detailed on the recipe pages, and is always to be discarded if not used within 72 hours of packaging.

After the food is cooked, it is measured into the rethermalizer bags using a plastic scoop and metal bag holders. Record the date and time on the bags prominently and conspicuously with a permanent marker BEFORE putting product into bag. (See individual recipes for how much goes into the bags, usually about a gallon of product.) The bag must then be sealed using a piece of equipment called a bag sealer. Be sure that there is no grease or product smeared on the bag where you want to seal it. Seal it 3 times, each seal about 1 inch from the other. Be sure to maintain the bag sealer by changing the heat sealer element as needed.

Place bags flat on sheet pans. Place no more than 3 bags per sheet pan. Place sheet pans on rolling rack. Roll rack into freezer and cool for 2 hours to 70°F. Rotate to ROP designated cooler. Cool product to 41°F or lower within 4 hours. Then cool to 38°F or less within 24 hours of reaching 41°F and hold there for no more than 72 hours from packaging.

To reheat the product for shift use we use a piece of equipment called the rethermalizer. It is for REHEATING, NOT HOLDING. Turn on to high heat prior to use. Bring water to a boil. There are two sides to the unit, which can be individually controlled for temperature, either boil or simmer.

Place bags of food into racks to heat for shift use on steam table. The food may be frozen or thawed when placed in the boiling water. **Bring the food to 165°F for at least 15 seconds before placing food into steam table for holding - CCP.** Frozen 1-gallon bags will take about 40 minutes; unfrozen food will take about 20 minutes per bag. During busy shifts, the replacement method can be used. For example, when you take a bag of hot chicken out of the rethermalizer and empty it into the steam table, place a cold bag of chicken in the rethermalizer for reheating.

Food placed in the rethermalizer for reheating should be used within 2 hours. During that 2-hour period it should be held at the simmer heat level. If extra product has been reheated, and the 2-hour time is being exceeded, place the food in the alto-shaam holding cabinet, which is set at 150°F. The food should not exceed 4 hours of holding in the alto-shaam.

At closing, any food which is hot and is in the steam table, rethermalizer, or alto-shaam, must be properly cooled and held at 41°F or lower overnight. No food is held hot overnight.

## **GENERAL SANITATION GUIDELINES**

- < Measure all temperatures with a cleaned and sanitized thermometer.
- < Measure temperature of large bulk foods with a long stem thermometer.
- < Wash hands before handling food, after handling raw foods, and after any interruption that may contaminate hands.
- < Wash all fresh produce that has not been pre-washed or prepared.
- < Wash, rinse and sanitize all equipment and utensils before and after use.
- < Return all ingredients to refrigerated storage if preparation is interrupted.
- < Reheat all leftovers to a product temperature of 165°F or higher for at least 15 seconds.
- < Hold all hot food product at 135° or higher.
- < Hold all cold food product at 41° or lower.
- < All thawing of frozen product must be done in a refrigerator, in a microwave, or, in extreme cases, under cold running water. Never thaw frozen product at room temperature.
- < CCP = Critical Control Point.

# HACCP CHART

(Hazard Analysis Critical Control Point)



DATE:	A.M.	MIDDAY	P.M.	CORRECTIVE ACTION	CRITICAL LIMITS
<b>WALK-IN COOLERS</b>					
Marg Cooler					<b>COLD HOLDING</b> All foods should be held 41°F or below
Walk-in Freezer					
Walk-in Cooler					<b>Corrective Action:</b> If food is out of temperature for less than 4 hours, rapidly cool to 41°F or less within the remaining time period or discard.
<b>LINE COOLERS</b>					
Salad Table					<b>COOKING</b>
Pull Table					Poultry products: 165°F/15 seconds
Cold Table					Ground beef: 155°F/15 seconds
Stand-up Cooler					Eggs, fish, pork, beef: 145°F/15 seconds
Line Freezer					All other foods: 145°F/15 seconds
<b>COOKING</b>					
	COOK TEMP	2 HRS TIME/TEMP	6 HRS TIME/TEMP		<b>Corrective Action:</b> Continue cooking.
kettle item:					
pulled at time:					<b>COOLING</b>
kettle item:					Cool cooked foods from 140°F to 70°F within 2 hours
pulled at time:					Then continue to cool from 70°F to 41°F within 4 hours
					Food products made from ingredients at room temperature must be cooled to 41°F within 4 hours.
<b>REHEATING/REHEATMALIZER</b>					
					<b>Corrective Action:</b> Reheat to 165°F and cool properly, serve, or discard.
					<b>REHEATING</b>
					Boil the water to 212° before putting the bags in.
					Reheat foods to 165°F within 2 hours.
<b>HOT HOLDING/ALTO SHAAM/STEAM TABLE</b>					
					Temp bags before putting them on the steam table.
					<b>Corrective Action:</b> Discard if not reheated within 2 hours.
					<b>HOT HOLDING</b>
					All foods should be held at 135°F or above.
<b>RECEIVING</b>					
Temperature at Receipt					<b>Corrective Action:</b> If food is out of temperature for less than 4 hours, rapidly reheat to 165°F or greater within the remaining time period or discard.
				Truck Temps:	
				cooler:	
				freezer:	<b>RECEIVING</b>
					All PHFs must be at 41°F or less.
					<b>Corrective Action:</b> Reject food if not at proper temp.

# Manager Time Line

## Managers on Duty

**Opener:** \_\_\_\_\_, **Mid:** \_\_\_\_\_  
**Mid:** \_\_\_\_\_, **Closer:** \_\_\_\_\_

**Day:** M T W TH F S SU  
**Date:** \_\_\_\_\_

### 8:00 am – 9:00 am

- ◊ Opening manager arrives prior to 8:00 am
- ◊ Circle the building checking trash, security - suspicious persons/broken windows/strange vehicles/entries disruption, lighting and signage
- ◊ Enter with another person, turn off alarm, turn on kitchen lights
- ◊ Post hand washing log
- ◊ Walk through restaurant including walk-ins
- ◊ Spray for insects as necessary
- ◊ Check ice machine levels
- ◊ Unlock refrigeration units as needed
- ◊ Check POS system, Brinks monitor and security DVR for power and ready for use
- ◊ Verify people sheet, check Amigo arrivals (Amigos must see a manager)
- ◊ Assign server stations
- ◊ Assign Amigo One-on-One session \_\_\_\_\_
- ◊ Issue linen as allotted
- ◊ Verify prep and line production charts
- ◊ Check Red Book for previous day's sales, shorts/overs and handle any problems
- ◊ Check for expected large parties
- ◊ Check Order/Delivery Guide, prepare orders
- ◊ Place today's orders, GFS by **NOON**
- ◊ Receive product shipments
- ◊ Verify cash, issue drawers, do weekly recap
- ◊ Email deposits & paid outs to RSC **before 9 am**
- ◊ Check email, snail mail, memos & initial all
- ◊ Prepare RSC paperwork package
- ◊ Check for large Fiesta To Go orders
- ◊ Refresh oil in fryers
- ◊ Prepare for Pre-Shift meeting

◊ **Conduct Pre-meal Checklist**

## Managers Pre-Meal Checklist

<b>DINING ROOM</b>	<b>AM/PM</b>	
Tables/Chairs		
Table Setups		
Lighting		
Temperature		
Music		
Promotional Items		
Floors		
Servettes Stocked		
Sanitizer Buckets		
<b>HOST</b>		
To Go Items Stocked		
Menus Clean		
Silverware		
People Sheet		
Restrooms		
Foyer		
Outside		
FTG Kitchen Items Stocked		

### 9:00 am – 11:00 am

- ◊ Call in change order
- ◊ Receive product shipments
- ◊ Deal with On Calls
- ◊ Audit one recipe \_\_\_\_\_
- ◊ Check margaritas, make as necessary
- ◊ Verify Amigo arrivals
- ◊ Check Dining Room lighting & temperature
- ◊ Freezer pull
- ◊ Check restrooms
- ◊ Make trash run
- ◊ Make final check of restaurant, in and out
- ◊ Lock rear door
- ◊ Conduct line check at 10:30 a.m. using Food Quality Checklist & HACCP Chart
- ◊ Conduct bar check using Cantina Quality Checklist
- ◊ "Scent" FOH with grilled meats/vegetables

# Manager Time Line

## 11:00 am – 1:30 pm

- ◊ Conduct Pre-Shift meeting & post
- ◊ Open for business
- ◊ Manage kitchen, bar and dining room
- ◊ Have personal contact with at least 50% of guests (table visits, etc.)

## POST LUNCH

- ◊ Re-set restaurant
- ◊ Edit timekeeping & check labor scheduler
- ◊ Handle office phone calls
- ◊ Banking issues - never carry a bank bag, take different routes, don't make it a routine
- ◊ Check out cooks, verify production
- ◊ Check out servers & hosts side work
- ◊ Line has been reset, clean & pans switched
- ◊ Amigo interviews, reviews & orientations
- ◊ Prepare schedules
- ◊ Check out servers and cash drawers
- ◊ Conduct manager meetings
- ◊ Conduct midday cash balance
- ◊ Deal with On Calls
- ◊ Organize & approve invoices
- ◊ Promotional events & store marketing

## 4:00 PRE DINNER

- ◊ Conduct line check at 4:15 pm using the Food Quality Checklist & HACCP chart
- ◊ Conduct bar check using Cantina Quality Checklist
- ◊ Skim & refresh oil in fryers
- ◊ **Pre-meal checklist** for each department
- ◊ Conduct Pre-Shift meeting & post
- ◊ Freezer pulls
- ◊ Reset lighting, temperatures and music
- ◊ Walk through building
- ◊ Issue pm cash drawers
- ◊ Verify people sheets
- ◊ Issue linen as allotted
- ◊ Walk bldg exterior, restrooms, parking lots
- ◊ Talk to Day Manager and check Red Book

## 5:00 pm - Opening manager departs

## OPEN FOR DINNER

- ◊ Manage kitchen, bar and dining room
- ◊ Have personal contact with at least 50% of guests (table visits, etc.)

## PRE-CLOSING

- ◊ Phase out staff
- ◊ Check exterior lighting
- ◊ Move car closer to door observing suspicious activity
- ◊ Prepare following days beer and liquor order
- ◊ Set production
- ◊ Complete people sheets & station assignments

- ◊ Log re-makes, on to waste sheet, verify, review, file, replace for next day's use

## CLOSING MANAGER

- ◊ Cash out bartenders, hosts, servers
- ◊ Handle all financial duties
- ◊ Check out Amigo side work
- ◊ Remove trash, dumpster lids closed  
Su-Th 9:30 pm Fr-Sa 10:30 pm
- ◊ Conduct **close to open** check list
- ◊ Turn off all equipment
- ◊ Check restrooms, storage rooms, under tables, behind walls, etc.
- ◊ Turn off HVAC, lights, music
- ◊ Check security of all doors
- ◊ Lock refrigeration units, safes
- ◊ Verify clock out of all Amigos
- ◊ Update Red Book
- ◊ Make final walk through
- ◊ Turn on security alarm system
- ◊ Exit with at least one other person through the front door

## Close to Open Checklist

<b>DINING ROOM</b>	
Tables/Chairs	
Floors	
Salsa Coolers	
Servettes Stocked	
Sidework Complete	
<b>BAR</b>	
Beer Stocked	
Trash Out	
Cleanliness	
Sidework Complete	
<b>HOST</b>	
Menus Clean	
To Go Silverware	
Sidework Complete	
<b>KITCHEN</b>	
Food stock low	
Serving utensils ready	
Cleanliness	
Sidework Complete	
Extra Weekly Sidework	

# FOOD QUALITY CHECKLIST (REV. 3/08)



DATE \_\_\_\_\_

A.M. MANAGER \_\_\_\_\_

P.M. MANAGER \_\_\_\_\_

ITEM	PAN/TOOL	AM TEMP	Lunch (taste & appearance)		PM TEMP	Dinner (taste & appearance)	
			GREAT	REMEDY		GREAT	REMEDY
Taco Meat							
Refried Beans							
Shredded Beef							
Shredded Pork							
Shredded Chicken							
Rice							
Black Beans							
Chili con Carne							
White Chili							
Cheese Soup							
Potatoes							
Chili con Queso							
Enchilada Sauce							
Fajita Meat							
Garlic Mushrooms							
Cheese							
Diced Tomatoes							
Diced Peppers							
Diced Onions							
Spinach							
Seafood							
Crab/Shrimp Mix							
Leaf Lettuce							
Salad Lettuce							
Taco Lettuce							
Spring Mix Greens							
Guacamole							
Pico de Gallo							
Pineapple Salsa							
Shells							
Croutons/Chip Strips							
Cilantro Sprigs							
Radishes							
Sliced Green Onions							
Cinnamon/Sugar Mix							
Chips							
Salsa							

Before opening check that all equipment is turned on, operational and record correct temperatures.

Alto shaam (150) \_\_\_\_\_ Fryers (340) \_\_\_\_\_ Oven (500) \_\_\_\_\_ Flat Grill (375) \_\_\_\_\_ Charbroiler (550) \_\_\_\_\_

4/24/2009





Store  
Date


## Consultation Checklist

Scores	Possible	Actual	%
Administrative	86		
Back of House	162		
Front of House	158		
Miscellaneous/Safety	<u>52</u>		
Total	458		

Evaluator:

GM / MOD

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## ADMINISTRATIVE

<b>Cash Handling</b>		
(12 points possible)	Score	Comments
-Petty cash correct -Bank deposits made daily -All monies secured -Gift cards secured -Office secured -Office organized		

<b>Payroll</b>		
(6 points possible)	Score	Comments
Audit with manager: -Payroll -Unused deduction report -Insurance eligibility report		

<b>Reports and paperwork</b>		
(4 points possible)	Score	Comments
-Timely -Accurate		

<b>Schedules</b>		
(10 points possible)	Score	Comments
Manager schedules: -Appropriate -Scheduled manager meetings -Weekly one-on-one's scheduled Employee schedules: -Labor scheduler in use -Posted by Thursday for the next week		

<b>Management Attire</b>		
(4 points possible)	Score	Comments
-Neat, clean, appropriate -Name tag and walkies in use		

<b>Employee Uniforms</b>		
(4 points possible)	Score	Comments
-Appearance within standards, Hair restraints -No gum chewing		

<b>Technician Log</b>		
(4 points possible)	Score	Comments
-R&M log -Driver release form in use		

## ADMINISTRATIVE

### Meetings

(4 points possible)	Score	Comments
-Preshift meetings being held		
-Regular departmental meetings being held		

### Side work Charts

(6 points possible)	Score	Comments
-Posted		
-In use		
-Close to open in place		

### Management Sales Building

(14 points possible)	Score	Comments
-Reservations		
-Gives backs		
-Fiesta-to-Go		
-School planning chart		
-T.I.P. Being executed		
-E.G.E. being executed		
-GCA tracking displayed		

### Management Functions

(18 points possible)	Score	Comments
-Timeline in use and records kept		
-Actively setting prep production		
-Daily recipe audits performed		
-Recipe book in use		
-Managers performing proactive table visits		
-Brings energy to shift		
-Break hours enforced		
-Smoking, eating, and drinking only in designated areas		
-Ordering and receiving properly		

## BACK OF HOUSE

<b>Charts Posted</b>		
(2 points possible)	Score	Comments
-Waste sheet		

<b>Fryers</b>		
(4 points possible)	Score	Comments
-Quality of fryer oil/Mir oil system in place		
-Proper temperature/(340)		

<b>Grill Maintenance</b>		
(8 points possible)	Score	Comments
-Flat grill grater changed daily		
-Flat grill temp (375)		
-Charbroiler temp (550)		
-Charbroiler grates clean/carbon free		

<b>Kitchen Line</b>		
(16 points possible)	Score	Comments
-Set up properly		
-QA position maintained		
-Drain shelves		
-Proper utensils used and changed as needed		
-Pans changed as needed		
-Tables covered between shifts		
-Plate presentations correct		
-Ticket times monitored		

<b>Line Food Quality</b>		
(24 points possible)	Score	Comments
-Taco meat		
-Shredded beef		
-Shredded pork		
-Shredded chicken		
-Refried beans		
-Rice		
-Guacamole		
-Pico de Gallo		
-Chips/taco shells		
-Salsa		
-Salad lettuce		
-Other		

## BACK OF HOUSE

### Food Storage

(20 points possible)	Score	Comments
<ul style="list-style-type: none"> <li>-Shelves labeled in ALL storage areas</li> <li>-Portion control</li> <li>-Product quality</li> <li>-Proper temperatures</li> <li>-Cleanliness</li> <li>-All food stored off the floor</li> <li>-Raw product stored below ready to eat foods</li> <li>-Soft drink area organized and clean</li> <li>-Food properly thawed, cooked, cooled, reheated</li> <li>-All food dated and rotated</li> </ul>		

### Fiesta -To - Go

(4 points possible)	Score	Comments
<ul style="list-style-type: none"> <li>-Correct packaging</li> <li>-Orders checked for accuracy</li> </ul>		

### Refrigeration Equipment

(6 points possible)	Score	Comments
<ul style="list-style-type: none"> <li>-Adequate to maintain proper temperatures</li> <li>-Thermometers in equipment</li> <li>-Gaskets clean and in good repair</li> </ul>		

### Hand Washing

(12 points possible)	Score	Comments
<ul style="list-style-type: none"> <li>-Stations operable</li> <li>-Paper towels stocked</li> <li>-Accessible</li> <li>-Used only for hand washing</li> <li>-Gloves worn in prep, and at Cold and Pull stations</li> <li>-Hand washing log in use</li> </ul>		

### Sanitizer

(8 points possible)	Score	Comments
<ul style="list-style-type: none"> <li>-200 ppm</li> <li>-Wiping cloths stored in sanitizer buckets</li> <li>-All food contact surfaces maintained and wiped before beginning food production</li> <li>-Cross contamination of food prevented</li> </ul>		

### Trash Containers

(6 points possible)	Score	Comments
<ul style="list-style-type: none"> <li>-Clean</li> <li>-Covered</li> <li>-Regularly emptied</li> </ul>		

## BACK OF HOUSE

### Pest Control

(10 points possible)	Score	Comments
-Insects		
-Rodents		
-Pests		
-Issues cited from last Ecolab visit		
-Records kept		

### HACCP System

(4 points possible)	Score	Comments
-In place		
-Records kept		

### Chemicals

(8 points possible)	Score	Comments
-Toxic items properly labeled		
-Stored properly		
-Mixed and used properly		
-Check water softener salt		

### Kitchen Cleanliness

(18 points possible)	Score	Comments
-Walls, Floors, and Ceilings		
-Line equipment		
-Condensers clean on refrigerated equipment		
-Hood and filters		
-Prep equipment		
-Prep area neat and organized		
-Dry storage area(s) neat and organized		
-Preventative maintenance being exercised on equipment		
-Printer covers in place		

### Dish Area

(12 points possible)	Score	Comments
-Set up properly		
-Neat/clean/organized		
-Food utensils properly stored		
-Only approved chemicals used in machine		
-Machine temperatures correct		
-Mop/broom area neat/clean/organized		

## FRONT OF HOUSE

### Building Entrance

(6 points possible)	Score	Comments
-Entrance doors clean and good condition		
-Foyer neat and clean		
-Positive first impression		

### Promotional Materials

(10 points possible)	Score	Comments
All items clean, appropriately used and in good repair		
-Menus		
-Drink menus		
-Dessert table tents		
-Sign boards		
-Table setup properly		

### Light Level

(6 points possible)	Score	Comments
-Properly set		
-Clean		
-Operable		

### Physical Plant

(12 points possible)	Score	Comments
-Ceiling clean		
-Walls clean and good repair		
-Floors and baseboards clean		
-Exterior of building presentable		
-Windows and Ledges clean		
-Decorative items and mirrors clean		

### Service Areas

(12 points possible)	Score	Comments
-Stocked		
-Clean		
-Ice bins emptied and sanitized regularly		
-Cone cup dispenser stocked		
-Broom and dust pan available		
-Wet floor signs available in each servette		

### Silverware

(2 points possible)	Score	Comments
-Clean		

## FRONT OF HOUSE

### Furniture

(8 points possible)	Score	Comments
-Tables clean and good repair		
-Chairs clean and good repair		
-Booths clean and in good repair		
-Bar stools clean and good repair		

### Music and Temperature

(4 points possible)	Score	Comments
-Temperature set correctly		
-Background music level appropriate		

### Restrooms

(8 points possible)	Score	Comments
-Clean		
-Stocked		
-Fixtures in good repair		
-Checked every 30 min		

### Bar Systems and Cleanliness

(26 points possible)	Score	Comments
-Cantina quality checklist in use		
-Liquor room clean, organized and locked		
-All soda dispensers and gun holders clean		
-Keg cooler clean and organized		
-Thermometer in all coolers		
-All equipment clean and in good repair		
-Condensers on refrigerated equipment clean		
-Pour spouts clean		
-Sanitizer used in glass cleaning area (test kit readily available)		
-Portion control of liquor-Jigger used		
-Proper glassware and garnishes used		
-Draft beer dispensed properly		
-Inspect coolers for proper rotation and temperature		



# FRONT OF HOUSE

Bar Products		
(64 points possible)	Score	Comments
Margaritas properly frozen and correct recipe:		
*Regular 11.6 - 14.0		
*Strawberry 16.0 - 18.4		
*Flavor 16.0 - 18.4		
Proper products being offered:		
<b>Draft Beer</b>		
.Miller Light		
.Budweiser		
.Bud Light		
.Coors Light		
.Dos Equis		
<b>Mexican Bottled Beer</b>		
.Corona/Corona light		
.Negro Modelo		
.Tecate		
.Dos Equis		
.Pacífico		
.Carta Blanca		
<b>Well Brands</b>		
.Calvert Extra Whiskey		
.Jim Beam		
.Passport Scotch		
.Barton Vodka		
.Castillo Rum		
.Juarez Tequila		
.Barton Gin		
<b>Tequilas</b>		
.As listed on the current drink menu (24)		
<b>Wines by the Glass</b>		
.Inglenook Chardonnay		
.Inglenook White Zinfandel		
.Inglenook Cabernet		
.Yago Sangria		
<b>Wines by the Bottle</b>		
.Meridian Merlot		
.Meridian Chardonnay		
<b>Pop</b>		
<i>Required</i>		
.Coke Classic		
.Cherry Coke		
.Raspberry Iced Tea		
.Tonic (on bar gun)		
.Diet Coke(w/Caffeine)		
.Sprite		
.Minute Maid Lemonade		
<i>Options</i>		
.Hi C Fruit Punch		
.Fanta Orange		
.Barq's Root Beer		
.Bev'ity Options		
.Caffeine Free Diet Coke		
.Powerade Mountain Blast		
.Gold Peak Green Tea		
.Mellow Yellow		
.Vault		
.Mr. Pibb		

## Miscellaneous and Safety

### Outside Lighting and Signs

(4 points possible)	Score	Comments
-Timers properly set		
-All operational and clean		

### Exterior Cleanliness

(8 points possible)	Score	Comments
-Parking lot free of litter		
-Sidewalks clean-gum free		
-Ice-Melt log in use		
-Landscaping/Plants in good shape		

### Dumpster Area

(6 points possible)	Score	Comments
-Gates/Lids closed		
-Grease removal area clean		
-Rear of building neat and clean		

### Energy Conservation

(4 points possible)	Score	Comments
-Unused equipment off during slow periods		
-Lights off		

### Fire Extinguishers and Ansul System

(6 points possible)	Score	Comments
-current inspection tags		
-Fire exit doors free of clutter		
-Exit and emergency lighting operable		

### Mechanical Room

(8 points possible)	Score	Comments
-Free of clutter		
-No flammable or combustible items stored		
-Hot water heater clean and no combustible items near		
-Room Clean		

## Miscellaneous and Safety

### Door Alarms and Panic Hardware

(6 points possible)	Score	Comments
-Batteries operable		
-In good repair		
-Doors locked in compliance w/security policy		

### Safety Precautions

(10 points possible)	Score	Comments
-Entrance cocoa mats in good repair		
-Wet floor signs available		
-Kitchen and bar mats in use (right number)		
-Mats in good repair		
-Rugs in appropriate areas and clean		

## Discussion Topics

Unit #

[illegible]